GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:331
ANSWERED ON:06.09.2007
COMPLAINTS/GRIEVANCE REDRESSAL MECHANISM IN RAILWAYS
Paswan Shri Sukdeo;Yadav Shri Ram Kripal

Will the Minister of RAILWAYS be pleased to state:

(a) the details of the existing mechanism for complaints/grievance redressal in the Railways;

(b) the details of existing system of dissemination of information in the Railways;

(c) whether the existing system/ mechanism has been found to be lacking in meeting the requirements of users;

(d) if so, the details thereof and reasons therefor; and

(e) the steps taken/proposed to be taken to strengthen the mechanism/system to make it user friendly?

Answer

MINISTER OF OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI LALU PRASAD)

(a) to (e): A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 331 BY SHRI SUKDEO PASWAN AND SHRI RAM KRIPAL YADAV TO BE ANSWERED IN LOK SABHA ON 06.09.2007 REGARDING COMPLAINTS/GRIEVANCE REDRESSAL MECHANISM IN RAILWAYS.

(a) Public Grievances Redressal Machinery on Indian: Railways functions at four levels viz. Railway Board, Zonal Railway Headquarters, Divisional Headquarters and at stations. Complaint books have been provided at stations and in trains for registration of complaints. In addition, suggestion boxes and public grievances booths are also provided at important stations.

(b) Railways disseminate information to public through : timetables, print and electronic media, web-site, enquiry offices and public announcement system etc. Information and Facilitation centers have also been provided at Railway Board, Zonal Railways and at Divisional Headquarters where the users can contact and seek information.

(c) No, Sir.

(d) Does not arise.

(e) A review and monitoring of timely disposal of public grievances is undertaken at various managerial levels.

In addition, system improvements related to customer services are also carried out to eliminate the generation of grievances to the maximum extent possible.